

CLAIMS:

We claim:

1. A method of defining standard catch styles used in generating speech application code for managing catch events, the method comprising the steps of:

presenting a style-selection menu that allows for selection of one or more catch styles, each catch style corresponding to a system response to a catch event; and
upon selection of a catch style, preparing the system response for each catch event.

2. The method of claim 1, wherein the step of preparing the system response for each catch event comprises:

presenting one or more text fields for receiving a contextual message, the contextual message entered in each text field corresponding to a new audio message to be played in response to the particular catch event if the selected catch style requires playing of the new audio message in response to a particular catch event.

3. The method of claim 2, wherein the entered contextual message is different for each catch event.

4. The method of claim 2, wherein the entered contextual message is the same for each catch event.

5. The method of claim 1 wherein the step of preparing the system response for each catch event comprises replaying a system prompt if the selected catch style does not require playing of a new audio message in response to a particular catch event.
6. The method of claim 1 wherein the style-selection menu further includes a field reciting details about the one or more catch styles.
7. The method of claim 1 wherein the style-selection menu further includes a field identifying a final action to be taken if the catch event is not corrected by a user.
8. The method of claim 1, wherein the style-selection menu further includes a control for inserting variables in the contextual message.
9. The method of claim 1, wherein the style-selection menu further includes controls for inserting programmed pauses of specified duration values in the contextual message.
10. The method of claim 1, wherein the style-selection menu further includes a control to enable acceleration of a system timeout upon occurrence of a help catch event.
11. A system for managing catch events in a speech application, the system comprising a computer, the computer including an interface having a style-selection

template for selecting one of one or more catch styles, wherein each catch style corresponds to a system response to a catch event.

12. The system of claim 11, wherein the interface further comprises one or more text fields for receiving a contextual message, wherein the contextual message entered in each text field corresponds to a new audio message to play in response to the particular catch event.

13. The system of claim 12, wherein the contextual message is different for each catch event.

14. The system of claim 12, wherein the contextual message is the same for each catch event.

15. The system of claim 11, wherein the interface further includes a field reciting details about the one or more catch styles.

16. The system of claim 11 wherein the interface further includes a field identifying a final action to be taken if the catch event is not corrected by a user.

17. The system of claim 11, wherein the style-selection interface further includes a control for inserting variables in the contextual message.

18. The system of claim 11, wherein the style-selection interface further includes controls for inserting programmed pauses of specified duration values in the contextual message.

19 The system of claim 11, wherein the style-selection interface further includes a control to enable acceleration of a system timeout upon occurrence of a help catch event.

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20. A machine readable storage medium storing a computer program which when executed defines standard catch styles used in generating speech application code for managing catch events, the computer program performing a method comprising the steps of:

presenting a style-selection menu that allows for selection of one or more catch styles, wherein each catch style corresponds to a system response to a catch event; and

preparing the system response for each catch event upon selection of a catch style.

21. The machine readable storage medium of claim 20, wherein the step of preparing the system response for each catch event comprises:

presenting one or more text fields for receiving a textual message, wherein the contextual message entered in each text field corresponds to the new audio message

that will be played in response to the particular catch event if the selected catch style requires playing of a new audio message in response to a particular catch event.

22. The machine readable storage medium of claim 20, wherein the entered contextual message is different for each catch event.

23. The machine readable storage medium of claim 20, wherein the entered contextual message is the same for each catch event.

24. The machine readable storage medium of claim 20, wherein the step of preparing the system response for each catch event comprises replaying a system prompt if the selected catch style does not require playing of a new audio message in response to a particular catch event.

25. The machine readable storage medium of claim 20, wherein the style-selection menu further includes a field reciting details about the one or more catch styles.

26. The machine readable storage medium of claim 20, wherein the style-selection menu further includes a field identifying a final action to be taken if the catch event is not corrected by a user.

27. The machine readable storage medium of claim 20, wherein the style-selection menu further includes a control for inserting variables in the contextual message.

28. The machine readable storage medium of claim 20, wherein the style-selection menu further includes controls for inserting programmed pauses of specified duration values in the contextual message.

29. The machine readable storage medium of claim 20, wherein the style-selection menu further includes a control to enable acceleration of a system timeout upon occurrence of a help catch event.